

# **Terms of Reference**

## **Administrative Assistant**

### **Convergence Program**

#### **Rome Office**

### **Background**

“Convergence” is an innovative financial sector development program, administered by the World Bank and supported with a grant from the Italian Ministry of the Economy. The Convergence Program aims at promoting regulatory fine-tuning activities in South-East Europe through closer collaboration between authorities and market participants. The Convergence Operations Unit is located in the World Bank’s Rome Office.

To strengthen its operational and administrative capabilities, **“Convergence” is recruiting an Administrative Assistant to support** the Washington and Rome-based professional staff and a number of project experts who are based in different countries throughout South-East Europe.

### **Duties & Accountabilities**

The Administrative Assistant, who will report to the HQ-based Head of the Convergence Program, is expected to serve as the first point of contact for all Convergence Program-related calls and visitors from internal and external interlocutors. Specifically, s/he is expected to carry out the following tasks:

- Manage all administrative and logistical requirements related to the functioning of the Convergence Program (e.g., assisting in the hiring of consultants; organizing business meetings and conferences; making travel arrangements; monitoring budget expenses; etc.).
- Comply with all internal administrative policies, procedures and practices.
- Draft business correspondence and activity reports, and respond to all routine inquiries.
- Regularly liaise with internal and external interlocutors, as needed, and ensure that required tasks are completed within established deadlines.
- Organize and maintain a clear, up-to-date filing system for the Convergence Program.
- Perform other *ad hoc* duties as needed for the smooth functioning of the Convergence Program.

### **Selection Criteria**

The successful candidate will ideally meet the following criteria:

- Minimum of two years of relevant experience in a multi-task business secretariat and/or administration office (preferably in an international work environment). Experience in accounting a plus.
- Ability to prioritize assigned tasks, and to perform them with consistent accuracy and timeliness.
- Willingness to adapt schedule to variable work requirements and balance conflicting demands; excellent sense of organization.
- Established record of reliability and strong sense of responsibility; mature and flexible personality.
- High degree of initiative, judgment, resourcefulness and discretion in handling confidential matters.
- High standards of output in terms of accuracy and meeting deadlines.
- Ability to learn new practices and procedures quickly.
- Ability to choose appropriately between acting independently and consulting with supervisor.
- Committed to self-learning from mistakes, under limited supervision.
- Open communication with supervisor and team members.
- Proven ability to work effectively as part of a small team in a fast-paced, matrix-managed and multicultural environment.
- Excellent interpersonal skills with a strong drive for results and an excellent sense of client orientation.
- Ability to work effectively under pressure, and willingness to occasionally work overtime on short notice.
- Excellent written and verbal English language skills (English mother tongue preferred) and good command of Italian;
- Excellent knowledge of standard computer software packages (Word, Excel, PowerPoint, Lotus Notes) and ability to effectively gather data through the Internet.